



DATA SHEET

# Global Customer Support

**World-class Customer Support Available  
24 Hours a Day, 365 Days a Year**

## Access

Software Releases,  
Updates & User Manuals

## Create

Support Cases and  
Do Status Checks

## Find

Answers in Knowledge  
Base Articles & Reports

## CustomerCare Premium Support

We are committed to delivering the highest level of customer service with our CustomerCare Premium support plan.

	<b>CustomerCare Premium</b>
<b>Phone Support</b>	24 hours a day, 7 days a week 365 days a year
<b>Hardware Replacement</b>	2 business days RMA (subject to regional Customs regulations)
<b>Software Updates</b>	✓
<b>Online Support Portal</b>	✓
<b>Email Support</b>	✓

# Customer Support Severity Levels and Support Response Objectives (SROs)

Your support case is prioritized based on its impact on the software and your organization. Priority may be upgraded or downgraded pending troubleshooting results. You can also easily "escalate" a particular case to increase its visibility and highlight the need for faster resolution based on its business impact.

Severity Level	Severity Definition	CustomerCare Premium SRO
<b>Severity 1</b>	<b>CRITICAL</b> <ul style="list-style-type: none"> <li>Product fails to function or crashes</li> <li>Data unavailable or loss of data</li> <li>Product functionality or performance is degraded such that customer's applications are unusable</li> </ul>	Response within <b>1 hour</b> <b>24 x 7 x 365</b>
<b>Severity 2</b>	<b>HIGH</b> <ul style="list-style-type: none"> <li>Product is operable but demonstrates material degradation in functionality or performance that substantially impairs customer's applications</li> <li>Issues with upgrades</li> </ul>	Response within <b>4 hours</b> <b>24 x 7 x 365</b>
<b>Severity 3</b>	<b>MEDIUM</b> <ul style="list-style-type: none"> <li>Product is operable but demonstrates some degradation in functionality or performance</li> <li>Issues that are inconvenient, but product is still generally operating in accordance with documentation</li> </ul>	Response within <b>8 hours</b> <b>24 x 7 x 365</b>
<b>Severity 4</b>	<b>LOW</b> <ul style="list-style-type: none"> <li>Product or documentation has problems that do not materially degrade functionality or performance</li> <li>Product feature enhancement requests</li> </ul>	Response within <b>12 hours</b> <b>24 x 7 x 365</b>

## Nozomi Networks Management Visibility by Severity Level

You can rest assured that the Nozomi Networks management team is keeping a close eye on your support case.

Severity 1	Severity 2	Severity 3	Severity 4
Manager of Technical Support, CTO and CEO are notified (as needed)	Manager of Technical Support and CTO are notified (as needed)	Manager of Technical Support notified if case not responded to within SRO	Manager of Technical Support notified if case not responded to within SRO

# Online Support Portal

The Nozomi Networks Support Portal provides a fast and easy way to enter support cases, access detailed product information and find answers to frequently-asked questions. Content includes:

- Case creation, updates and file uploads
- Software releases and updates
- Product release notes
- Product user manuals
- Knowledge Base articles
- Security vulnerability advisory\*

<b>Software Releases Include</b>	Bug/Vulnerability Fixes	Feature Enhancements	Hotfixes if necessary
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\*Vulnerabilities are disclosed following the common industry practices of responsible disclosure.

## Customer Satisfaction Scores† **10/10**

<b>Maher-William S.</b>	<b>10</b>	Excellent solution!
<b>Dino-Boris D.</b>	<b>10</b>	Alex, Omar, Juergen were just fantastic, honestly this couldn't have been handled any better!
<b>David Y.</b>	<b>10</b>	Fast response, patience, and great persistent support.

†The score given by support customers when asked: "On a scale of 0 to 10, how likely are you to recommend Nozomi Networks to a friend or colleague based on your experience."



### Excellent Customer Service

Nozomi offers excellent pre and post customer support, including 24/7 that launched in 2019.

Senior System Architect, Energy and Utilities Industry

# Three Ways to Contact Nozomi Networks Customer Support



## Support Portal

[support.nozominetworks.com](https://support.nozominetworks.com)

The Nozomi Networks Support Portal is the most effective way to contact Customer Support. The Portal allows you to quickly and easily create support cases, and access a variety of helpful resources.



## Email

[support@nozominetworks.com](mailto:support@nozominetworks.com)

If you are unable to access the Support Portal, and would like to create a support case, e-mail: [support@nozominetworks.com](mailto:support@nozominetworks.com)



## Phone

**+1 877 282 5858** (International)

For regional support numbers, please visit: [support.nozominetworks.com/support](https://support.nozominetworks.com)

**24 hours a day,  
365 days a year.**

Nozomi Networks world-class technical support is designed to help you fully leverage your cybersecurity technology investment. To meet your needs, our global customer support service is available 24 hours a day, 365 days a year.

# Nozomi Networks

## The Leading Solution for OT and IoT Security and Visibility

Nozomi Networks accelerates digital transformation by protecting the world's critical infrastructure, industrial and government organizations from cyber threats. Our solution delivers exceptional network and asset visibility, threat detection, and insights for OT and IoT environments. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

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